Welltech
WellGate 2626
An Easy to Use PBX Gateway

User Manual

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Introduction

WellGate™ 2626 - An Easy to Use PBX Gateway

Wellgate 2626 is a plug and play PBX gateway for SOHO and small office user which provides 2 PSTN lines, 6 Extension and SIP Calls together. It can work stand-along without any network connection just power on and use it. Also it becomes a small and simple IP-PBX when you enable the SIP service.

With enabling built-in auto attendant, Wellgate 2626 can guide the caller from both VOIP and PSTN to reach the extension automatically. Or the incoming call can be routed to the predefined operation when disable the auto attendant service.

For emergency call (e.g. 911), Wellgate 2626 can be configured to route through PSTN instead of VOIP to meet different country's legal requirements. When the power is lost or Wellgate 2626 is malfunction, the bypass feature will ensure the PSTN lines can still be reached.

Physical Interface:

Ethernet port (RJ-45, 10/100 base-T)
- 1-WAN port, for connect to router, ADSL modem (ATU-R), or switch hub directly.
- 4-LAN port, for PC or other network devices connecting.

Telephony port (RJ-11)
- 2-FXO Ports, to connect with PSTN Line
- 6-FXS ports, as PABX Extension Line to connect with analog phone

Reset button (Factory Default)

AC power Jack

Status indicated LED
- Indicates Ethernet, FXO, FXS, and SIP system status

Features:

Support Stand-Along Working without Network Connection

Ready to Run Default Settings

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SIP RFC 3261 Compliance
Audio Codec: G.711, G.723.1, G.729A
In-band and out of band DTMF relay
Support SIP Register and Calling
Support Backup SIP Proxy Server
G.168 Echo Cancelation
T.38 Fax Relay
DTMF/FSK Caller ID Detection and Generation
Intelligent Call Routing
Support Backup Route to PSTN when VOIP or Network is failed
Support Emergency Call Through PSTN
Provides Configurable Auto Attendant Service
Support Direct Route to Operator
Support Operator Hunting Based on Priority
Support Operator Simultaneously Ringing
Customizable Auto Attendant Greeting
Call Transfer
Call Hold
Call Forward

Environmental

Operating Temp. & Humidity
Temp.: 0℃～45℃ (32℉～113℉)
Humidity: 10%～85% relative humidity, non-condensing
AC Power Adaptor:
INPUT: AC100V-240V, 50/60Hz
OUTPUT: DC 12V, 3.0A

Default IP Address

WAN IP : 10.1.1.3
LAN IP : 192.168.123.123

Ready To Run Default Settings:

T1: 21* T2: 22* T3: 23 *default operator
T4: 24 T5: 25 T6: 26
All outgoing calls are route to PSTN automatically
All incoming call is answered by Auto Attendant
Press 9 for operator and # for end of dialing

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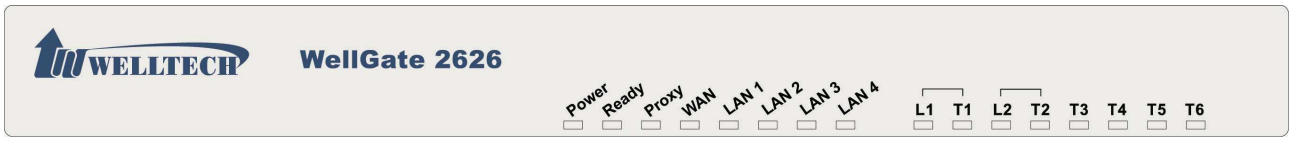
Appearance

1. Front Panel: LED Indicators



LED	Description
Power	When the power adapter is connected, the LED will light up green.
Ready	The LED will light up green after system initialized.
Proxy	When the gateway is registered successfully to a Proxy, this LED will light up green.
WAN	This LED will light up green when the gateway's WAN port is physically connected to the public internet. When data is transmitted through this port, it will flash green. The default IP of WAN port is 10.1.1.3.
LAN 1~LAN4	The respective LED will light up green when the relative LAN port is physically connected to a local network. When data is transmitted through this port, it will flash green. The default IP of LAN port is 192.168.123.123.
L1	The status LED for FXO port 1, this will light up amber orange when the port is in used. It will flash amber orange when there is no connection with PSTN.
T1	The status LED for FXS port 1, this will light up amber orange when the connected phone's handset is off-hook, or when the connected phone is engaged in a conversation. It will flash amber orange when there is an incoming call.
L2	The status LED for FXO port 2, this will light up amber orange when the port is in used. It will flash amber orange when there is no connection with PSTN.
T2~T6	The status LED for FXS port 2~6, the respective LED will light up amber orange when the connected phone's handset is off-hook, or when the connected phone is engaged in a conversation. It will flash amber orange when there is an incoming call.

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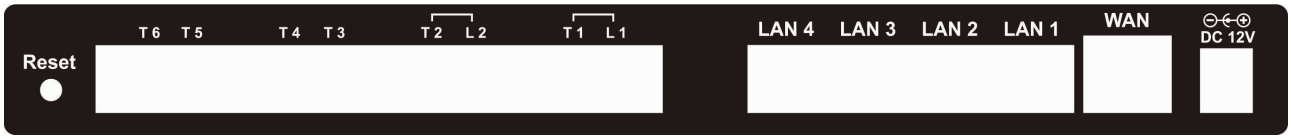
2. Rear Panel: LED Indicators



Item	Description
Reset	Press and hold over 5 seconds to reload factory default setting, this will erase all the settings configured on the gateway.
T6~T2	The RJ-11 FXS port 6~2, connects analog phone sets.
L2	The RJ-11 FXO port 2, connects PSTN line*
T1	The RJ-11 FXS port 1, connects analog phone sets.*
L1	The RJ-11 FXO port 1, connects PSTN line*
LAN 4~1	10/100 Base-T RJ-45 socket for LAN port 4~1, connect to local area network.
WAN	10/100 Base-T RJ-45 socket for WAN port, connects to wide area network.
DC 12V	The power socket, input AC 100V~120V; output DC12V.

* L1/T1 and L2/T2 is a bypass pair. When power is lost or Wellgate 2626 is malfunction, L1's PSTN will directly bypass to T1 and L2 will bypass to T2.

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Environment Setup and IP Connection

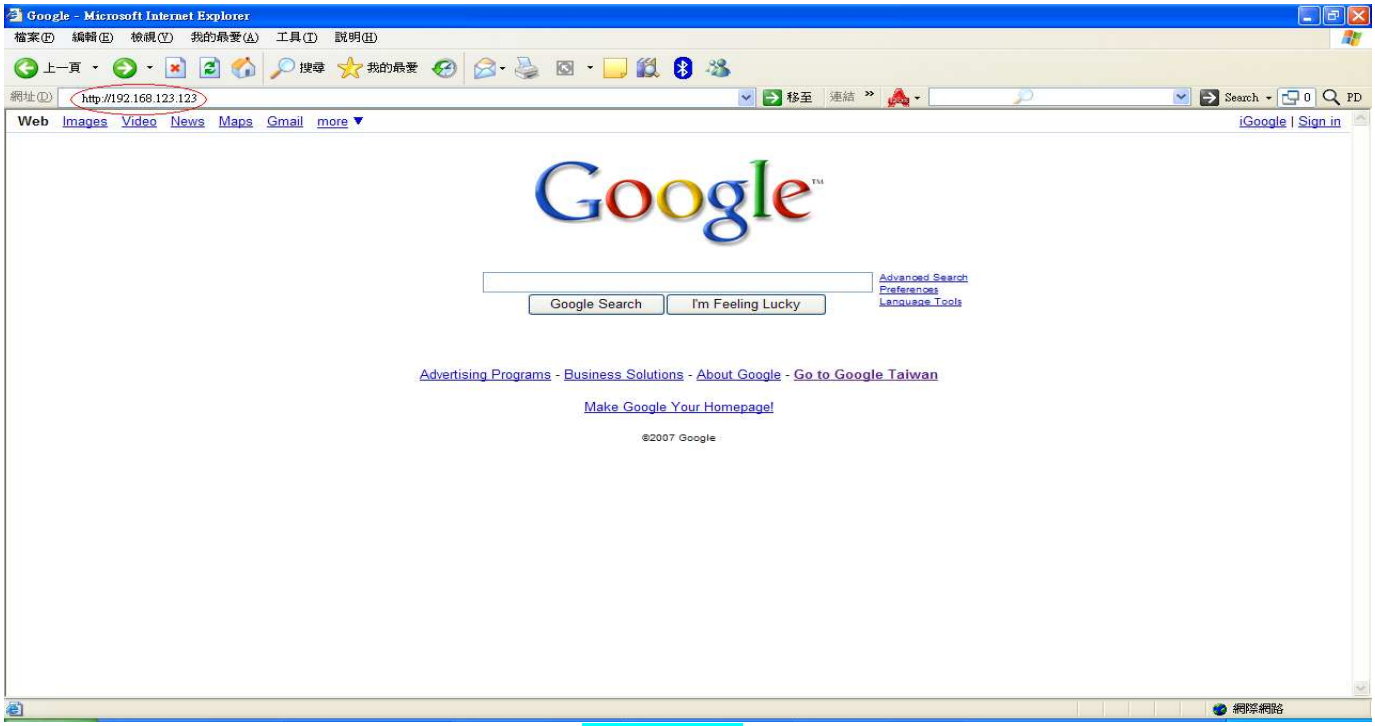
Please make sure that the network interface of your computer is working fine and the cross over line (RJ-45) is connected to the computer correctly.

The WG2626 by default uses DHCP for its LAN port and assigns IP addresses to clients connected to it, please make sure that your PC or Notebook's network configuration is set to DHCP.

Configuration

Login to the WG2626 web configuration menu

1. Get an Ethernet Cable to connect your PC and WG2626 with LAN 1 port, then the DHCP server of WG2626 LAN will assign IP address (192.168.123.1) for your PC.
2. Open your WEB browser and key in the IP address of the gateway (**http://192.168.123.123**) in the Address box (see figure 1).



(Figure 1)

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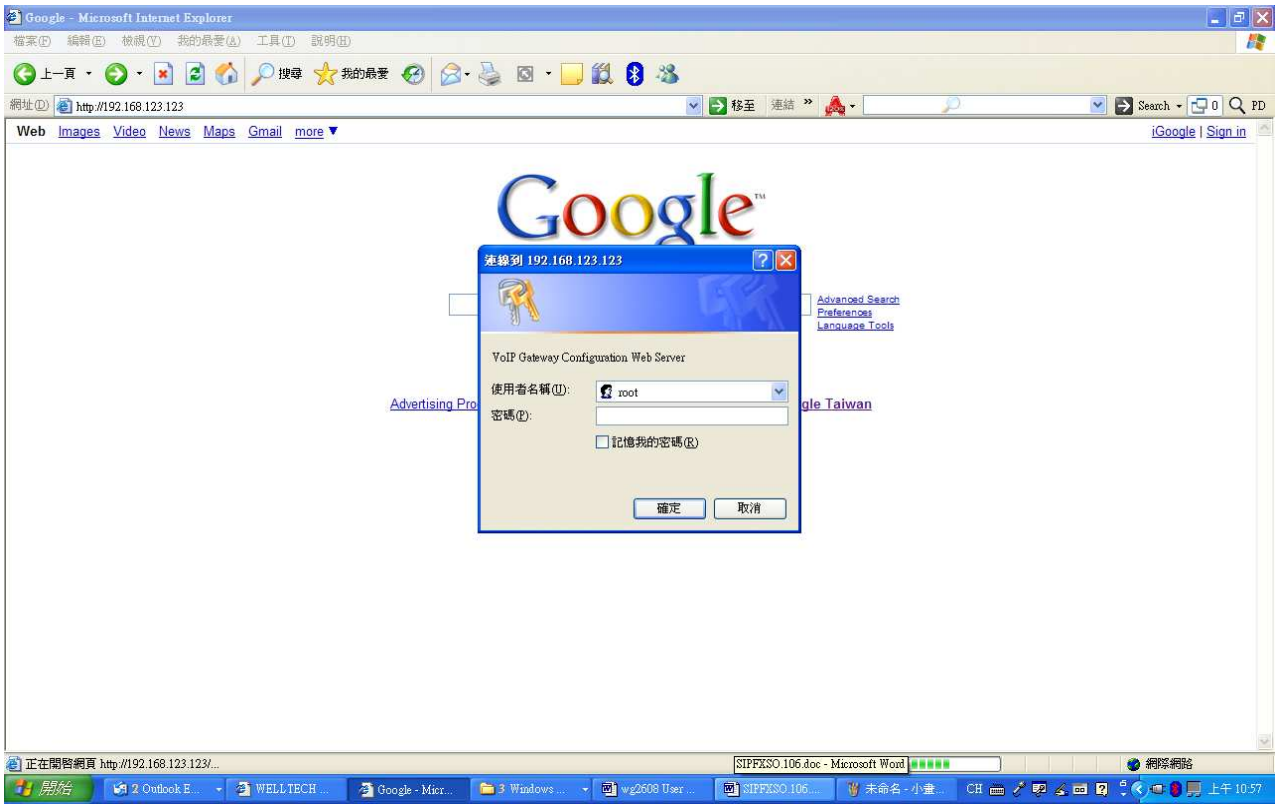
3. You will see a pop-up window requesting username and password before you can login to the web configuration menu. Username is "root" while password is blank " " (see figure 2).



(Figure 2)

3. You will enter the main page of the web configuration interface after you keyed in the username and password correctly (see figure 3).

(Figure 3)

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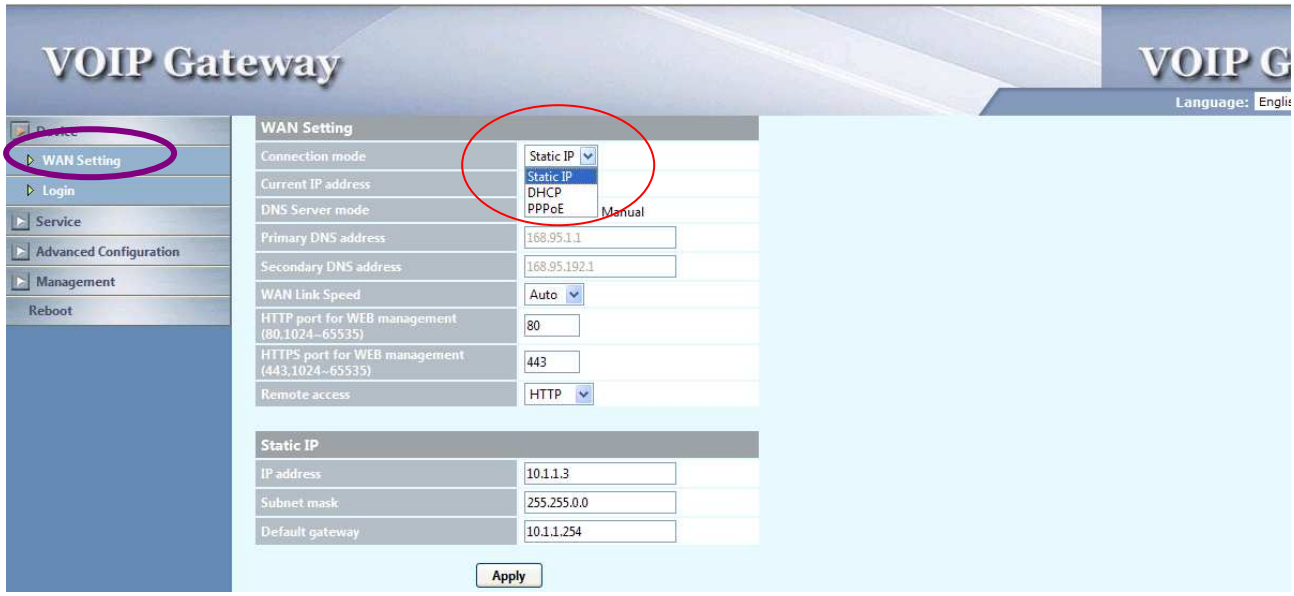
Device

The following instructions will explain the configurations for setting up the WAN port of the WG2626. There are in total three methods of connections: Static IP, DHCP and PPPoE. (see figure 4)

Device_WAN Setting



(Figure 4)

The table shown below describes the configuration items for 3 connection types of network (Static IP, DHCP and PPPoE).

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Device_WAN Setting

Item	Description	Static IP	DHCP	PPPoE
Connected mode	Select the connection method for the WAN port of the WG2626, you can choose the following: ● Static IP ● DHCP ● PPPoE	V	V	V
Current IP Address	Show current IP address	V	V	V
DNS server mode	Select the DNS behavior, you can choose the following: ● Auto ● Manual "DNS auto" will retrieve the DNS information sent from the DHCP server. "Manual" will look at the specified Primary and Secondary DNS address.	V	V	V
Primary DNS address	Specify the address of the Primary DNS.	V	V	V
Secondary DNS address	Specify the address of the Secondary DNS.	V	V	V
WAN Link Speed	Select the connection speed for the WAN port of the WG2626, you can choose the following: ● Auto ● 100M ● 10M	V	V	V
HTTP port for WEB management	Specify the port number for WEB management, the allowable range is 80, 1024~65535.	V	V	V
HTTPS port for WEB management	The http SSL port (the default is 443), 1024~65535.	V	V	V
IP address	Specify the IP address.	V		

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Subnet mask	Specify the subnet mask.	V		

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Device_WAN Setting

Item	Description	Static IP	DHCP	PPPoE
Default gateway	Specify the IP address of the default gateway.	V		
Remote access restriction	Restricts/Blocks users connecting to the WAN port's IP remotely, you can **Enable/Disable** this option.	V	V	V
PPPoE userID	Specify the username of the PPPoE account			V
PPPoE password	Specify the password associated to the PPPoE account above.			V
Reboot after remote host disconnection	When the remote host (PPPoE) fails, the gateway will retry 3 times to reconnect, if there is no reply from the remote host within 3 tries, then the gateway will reboot. You can **Enable/Disable** this option.			V
MTU	It is used to specify the max transmission unit when using PPPoE. The default value is 1492 and it could be smaller is you are encounter the PPPoE connecting issues.			V

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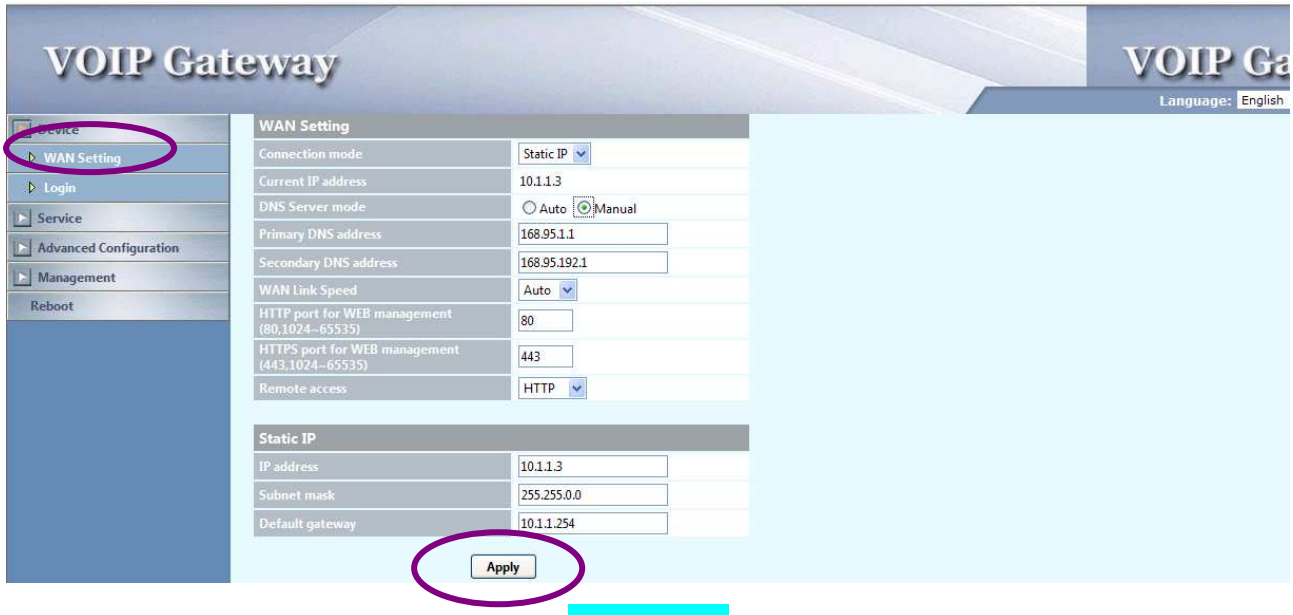
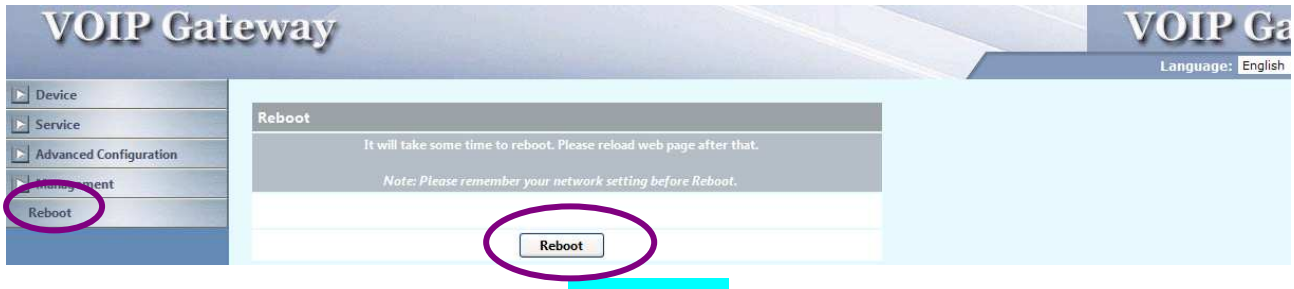
Device_WAN Setting --Static IP



(Figure 5)

1. When you select the "Static IP" mode, please Specify the marked item shown as the figure 5.
2. Press the **"Apply"** button (at the bottom) after you finish to save changes.



(Figure 6)

3. Press the "Reboot" button to apply the changes.(see figure 6)

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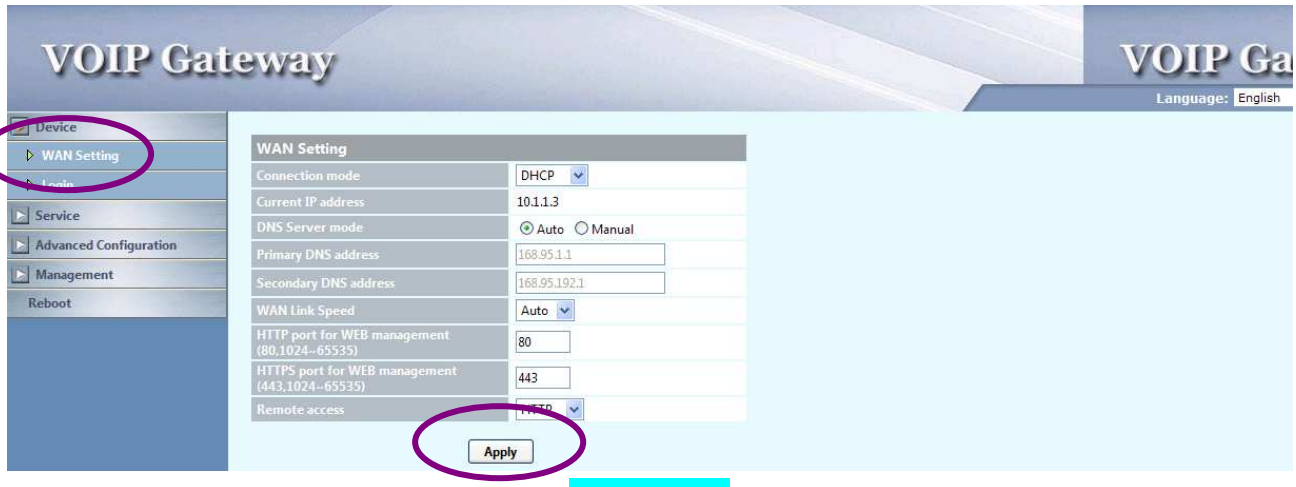
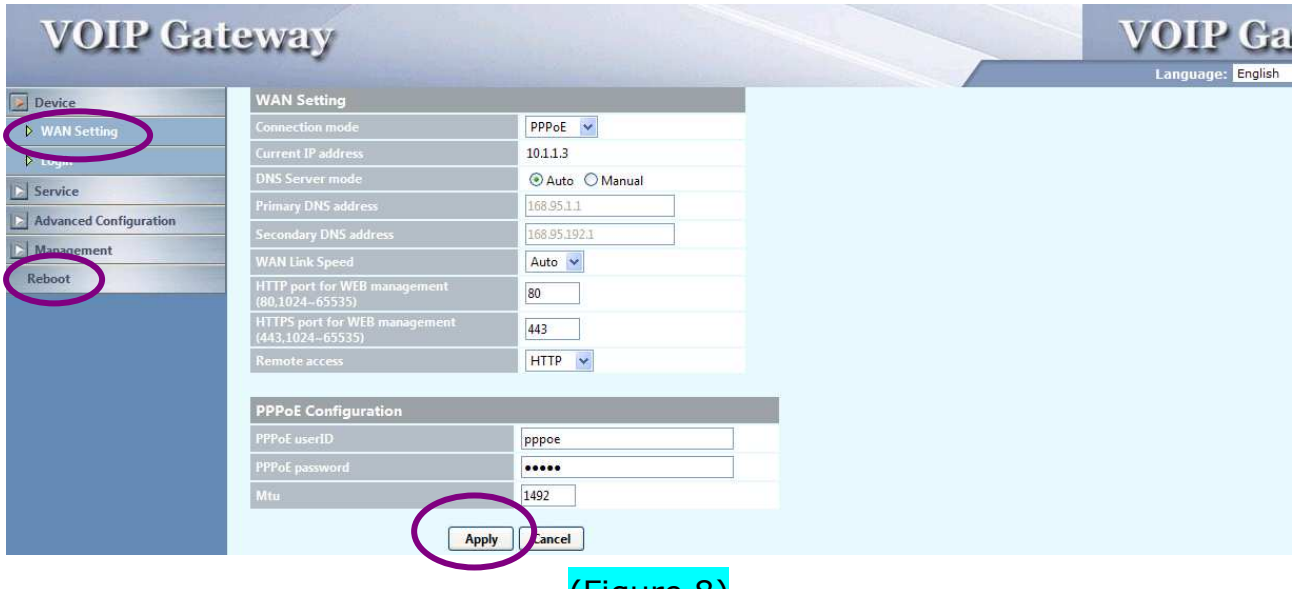
Device_WAN Setting --DHCP



(Figure 7)

1. If you select the "DHCP" mode, please Specify the marked item shown as the figure 7.
2. Press the **"Apply"** button (at the bottom) after you finish to save changes.
3. Press the **"Reboot"** button to apply the changes.

Device_WAN Setting --PPPoE



(Figure 8)

1. When you select the "PPPoE" mode, please Specify the marked item shown as the figure 8.
2. Press the **"Apply"** button (at the bottom) after you finish to save changes.
3. Press the **"CANCEL"** button (next to the Apply button) to clear the values in the page.
4. Press the **"Reboot"** button to apply the changes.

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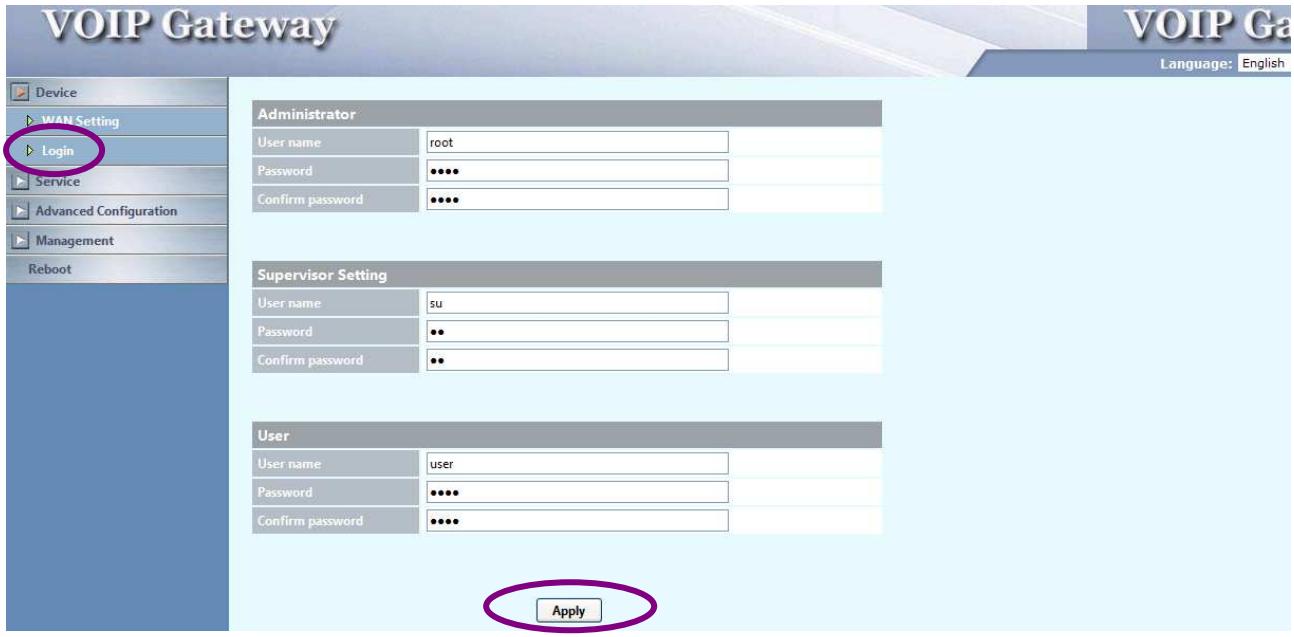
Device_Login



(Figure 9)

Administrator	The administrator level user which has full access of WG26xx.
Supervisor Setting	The supervisor level user which has limited administrative access right.
User	The user access right which only allows to setting some user related features.

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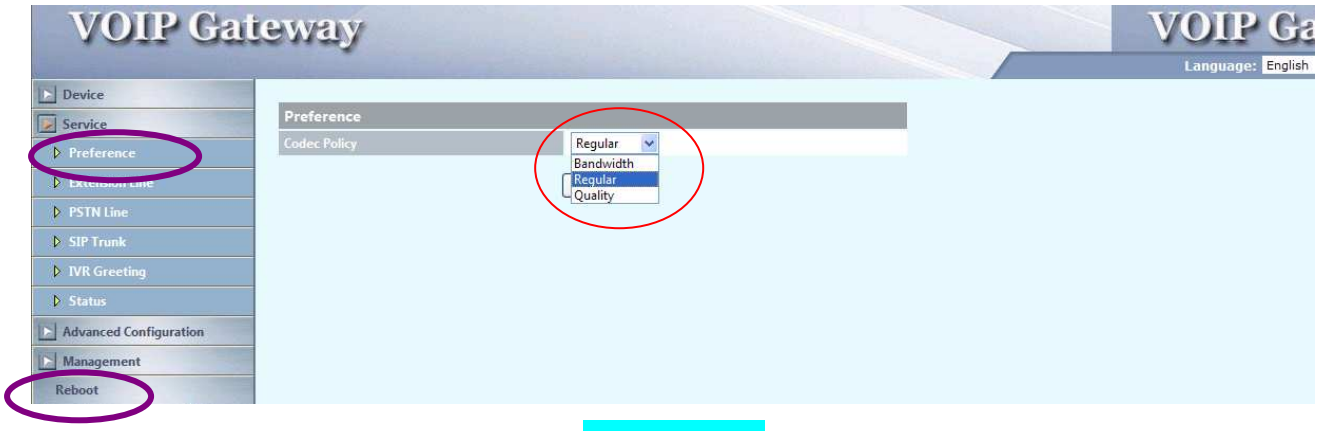
Service

To initial the VoIP service, you will need a SIP account provided by the SIP Proxy you are registered with. To configure the relevant SIP settings, please refer to the instructions step by step.

Service_Preference



(Figure 10)

1. In the "Service_Preference" section (see figure 10), you can specify the "Codec Policy" by your requirement of environment. The priority of codecs for the three types are shown below:
   - Bandwidth: If your Internet Connection had very limited bandwidth, please select bandwidth priority. The codec priority will be G.723, G.729 and G.711.
   - Regular : For most of case or unknown environment, please select Regular. The codec priority will be G729, G.723 and G.711.
   - Quality : If your network is only running on the LAN environment or have no any concerns of bandwidth, please select Quality. The codec priority will be G.711, G.729 and G.723

   The default setting is "Regular".
2. Press the **"Apply"** button (at the bottom) after you finish to save changes.
3. Press the **"Reboot"** button to apply the changes.

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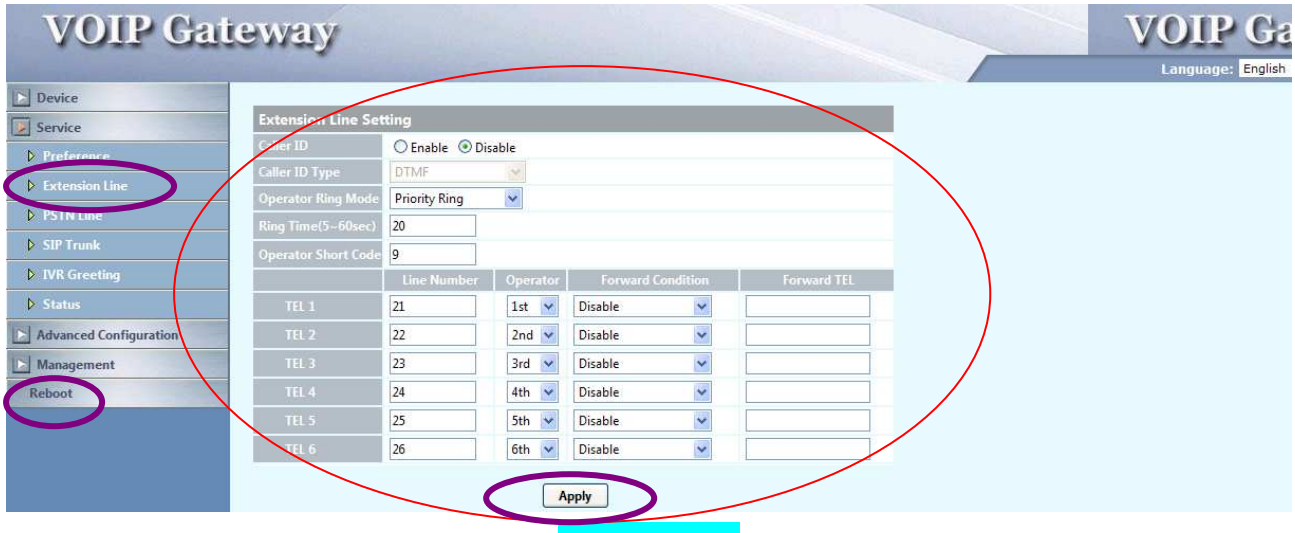
Service_Extension Line



(Figure 11)

In the "Service_Extension Line Setting" section (see figure 11), you can set the operator priority of the extensions for incoming call. The detail instruction explained below:

Caller ID	Enable or Disable the Caller ID Sending to Telephone Set. You have to use Caller ID phone in order to display the caller information. If unsure, please set to Disable.
Caller ID Type	Specify the caller ID Type of your phone set : DTMF, FSK(Bellcore), ETSI(Before Ring) or ETSI(Between Ring)
Operator Ring Mode	Specify the Operator Ring Mode: 1. "Priority Ring" : The operator will be hunted based on the priority defined in extension. If the higher priority's extension is busy, the call will automatically hunt to second one and so on. 2. Simultaneous Ring: Parallel Ring all priority of operators' extension, exclude those extension's operator set to"NA".
Ring Time	Specify ring time: 5~60 sec. It is used for priority hunting which define how

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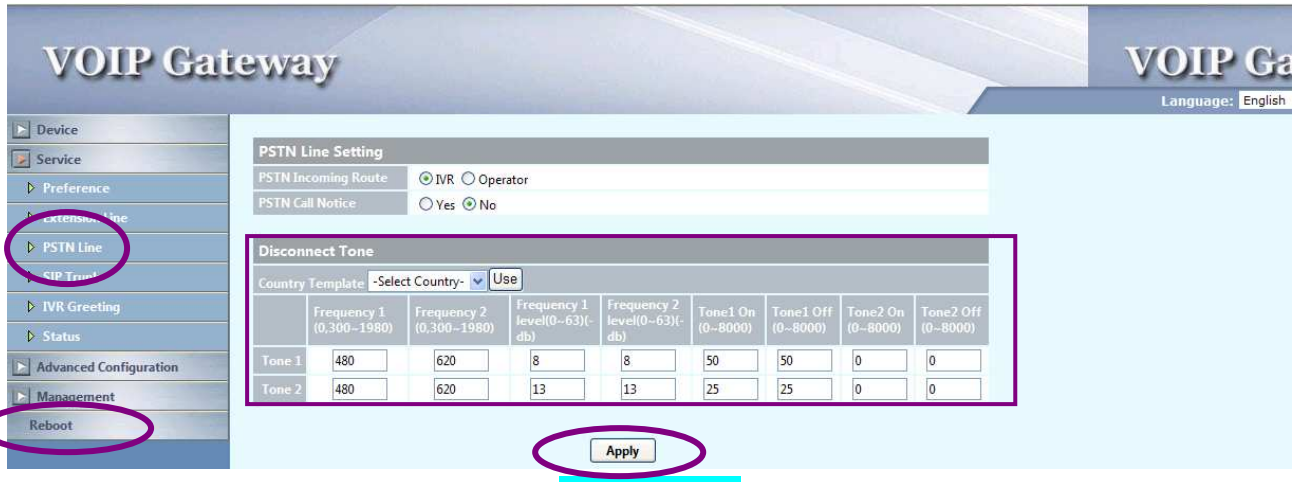
	long the system will think the ringing operator is not able to take the call and hunt to next. The default value is 20 to 40 seconds.
Operator Short Code	Specify the short code of Operator (eg. 9 or 0). The default value is 9.
TEL 1 ~TEL6	
Line Number	Specify the extension number
Operator	Specify the Operator priority of incoming call; you can set the priority from 1st to 6th or "NA" for extension. TEL1 and TEL2 are the default operators.
Forward Condition	Specify the extensions forward condition, you can choose the following: ➢ Disable ➢ UNCONDITIONAL ➢ BUSY ➢ NO ANSWER ➢ BUSY + NO ANSWER
Forward TEL	Specify the forward extension number

1. Press the "**Apply**" button (at the bottom) after you finish to save changes.
2. Press the **"Reboot"** button to apply the changes.

Service_PSTN Line



(Figure 12)

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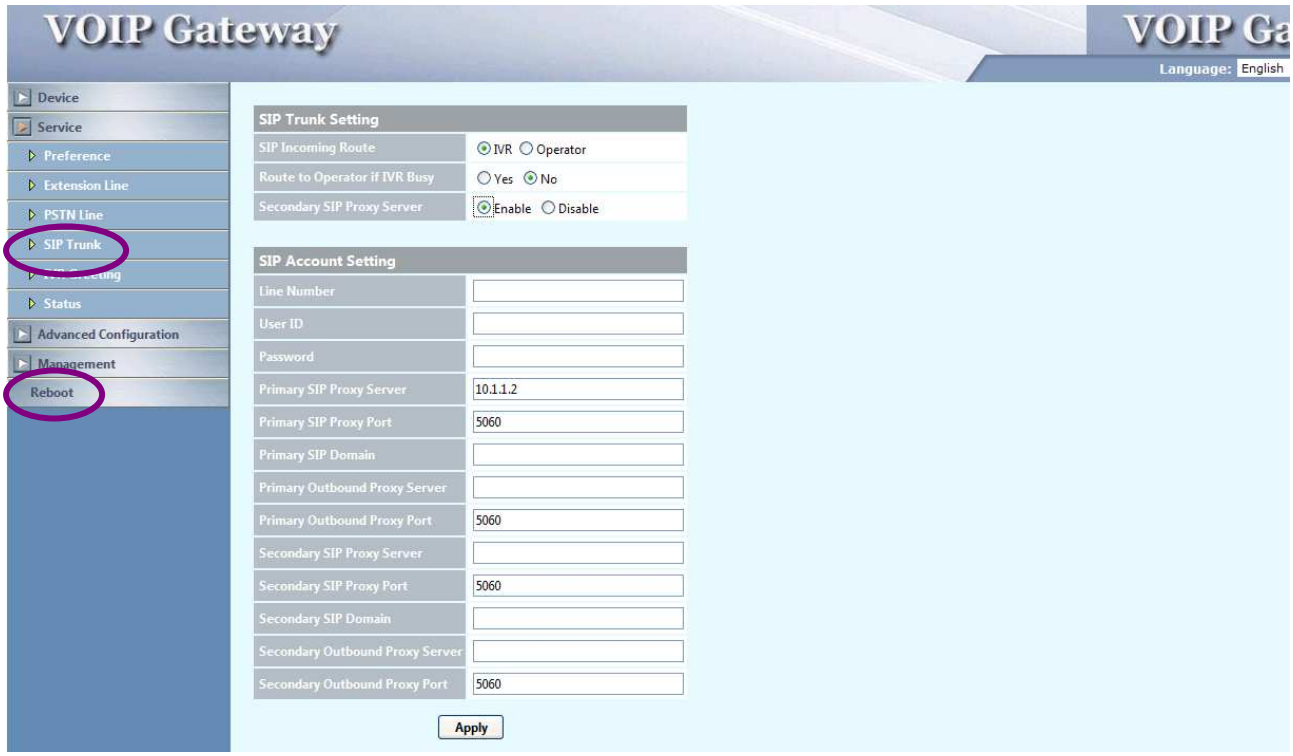
In the "Service_PSTN Line" section (see figure 12), you can define the routing rule of incoming/outgoing PSTN call, the detail information please refer to the table below.

PSTN Line Setting	
PSTN incoming Route	Specify the PSTN incoming call routing rule, via IVR or direct to operator.
PSTN Call Notice	If you Select "Yes", system will send a PSTN call notice tone before dialing when the SIP trunk (Ethernet) is fail. Select "No", this feature will be disabled.
Disconnect Tone	
Country Template	Specify the location of WG2626, Click the "Use" icon when you select the correct country. System will use the selected country's PSTN tone to become the active value. You can modify it if necessary.

1. Press the "**Apply**" button (at the bottom) after you finish to save changes.
2. Press the **"Reboot"** button to apply the changes.

Service_SIP Trunk



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(Figure 13)

In the "Service_SIP Trunk " section (see figure 13), you have to set the SIP account for VOIP service.

SIP Trunk Setting	
SIP incoming Route	Specify the SIP incoming call routing rule, via IVR or direct to operator.
Route to Operator if IVR busy	If you select IVR mode for SIP incoming call, system will route the call to operator automatically when IVR is busy. Set "Yes" to enable. Set "No" to disable.
Secondary SIP Proxy Server	Enable/Disable Secondary SIP Proxy Server
SIP Account Setting	
Line Number	Specify the SIP line number (This item is essential for VOIP service)
User ID	Specify SIP account (This item is essential for VOIP service)
Password	Set password of SIP account (This item is essential for VOIP service)
Primary SIP Proxy Server	Specify the IP address (This item is essential for VOIP service)
Primary SIP Proxy Port	Specify the port number, the default port number is 5060 (This item is essential for VOIP service)
Primary SIP Domain	Specify the Domain name
Primary Outbound Proxy Server	Specify the IP address
Primary Outbound Proxy Port	Specify the port number, the default port number is 5060
Secondary SIP Proxy Server	If you "Enable" the Secondary SIP Proxy Server, please set the IP address
Secondary SIP Proxy Port	Specify the port number, the default

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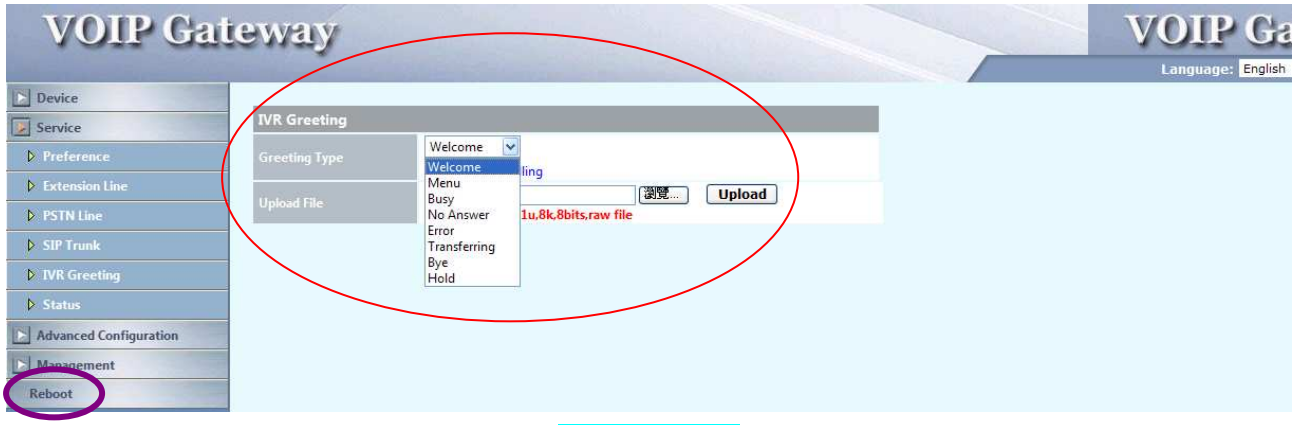
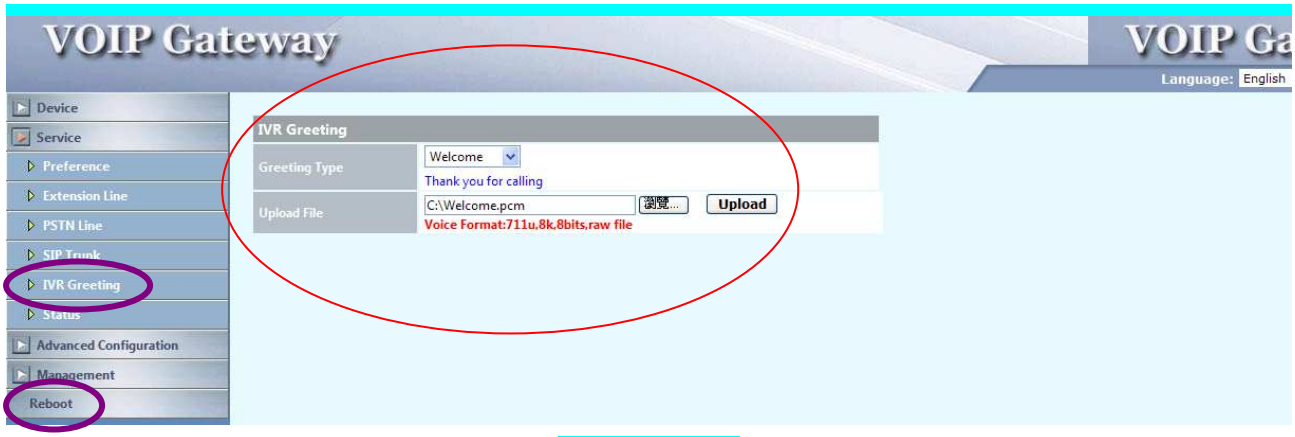
	port number is 5060
Secondary SIP Domain	Specify the secondary SIP Domain name
Secondary Outbound Proxy Server	Specify the IP address of Secondary Outbound Proxy Server
Secondary Outbound Proxy Port	Specify the port number, the default port number is 5060

1. Press the "**Apply**" button (at the bottom) after you finish to save changes.
2. Press the **"Reboot"** button to apply the changes.

IVR Greeting



(Figure 14)



(Figure 15)

In the "Service_IVR Greeting" section (see figure 14, 15), you can customize the IVR greeting prompts by uploading those files into Wellgate 2626.

Greeting Type	The default contents of greeting are shown below: 1. Welcome : Thank you for calling

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	2. Menu: Please dial extension number or 9 for operator 3. Busy: The extension you dialed is busy 4. No Answer: The extension you dialed is no answer 5. Error: Sorry, this extension number does not exist 6. Transferring: Please wait 7. Bye: Please try later, thank you 8. Hold:(Play Music) If you want to change the contents, please be sure the voice format is **711u,8k,8bits,raw file.**
Upload file	If you want to upload the greeting file, please select the greeting type, specify the file path and file name, and then click the "Upload" icon.

1. Press the **"Reboot"** button to apply the changes.

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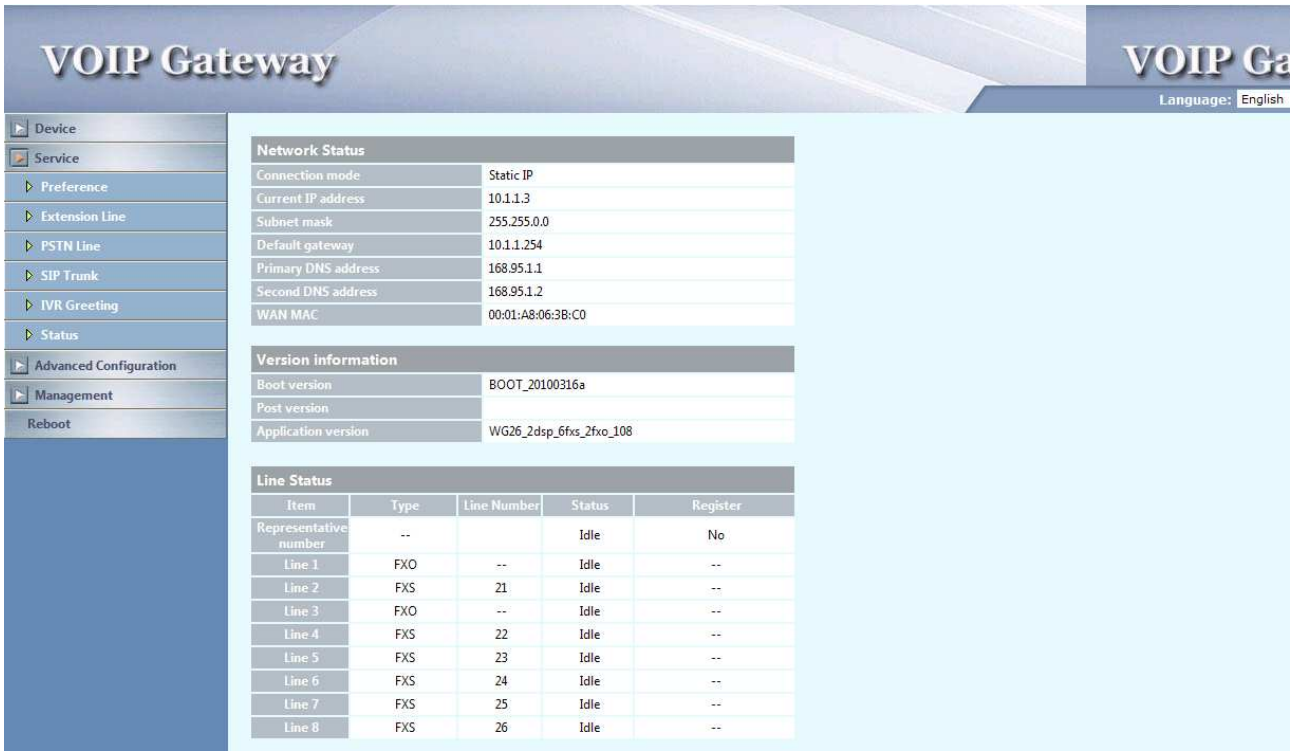
Service_Status



(Figure 16)

In the "Service_Status" section (see figure 16), Display the status of Network, S/W version and line.

Network Status	
Connection mode	Displays the current connection mode.
Current IP address	Displays the current IP address of the WAN port.
Subnet mask	Displays the current subnet mask's IP.
Default gateway	Displays the current default gateway's IP.
Primary DNS address	Displays the current primary DNS address.
Second DNS address	Displays the current secondary DNS address.
WAN MAC	Displays the MAC address of the WAN port.
Version Information	
Boot version	Displays the current boot version loaded on the WG2626.
Post version	Displays the current post version

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	loaded on the WG2626.
Application version	Displays the current application version loaded on the WG2626.
Line Status	
Item	Displays the corresponding port number.
Type	Displays the port type (FXS,FXO)of the corresponding port number.
Line Number	Displays the line number
Status	Displays the status of the port.
Register	Displays the registration status of the corresponding port number.

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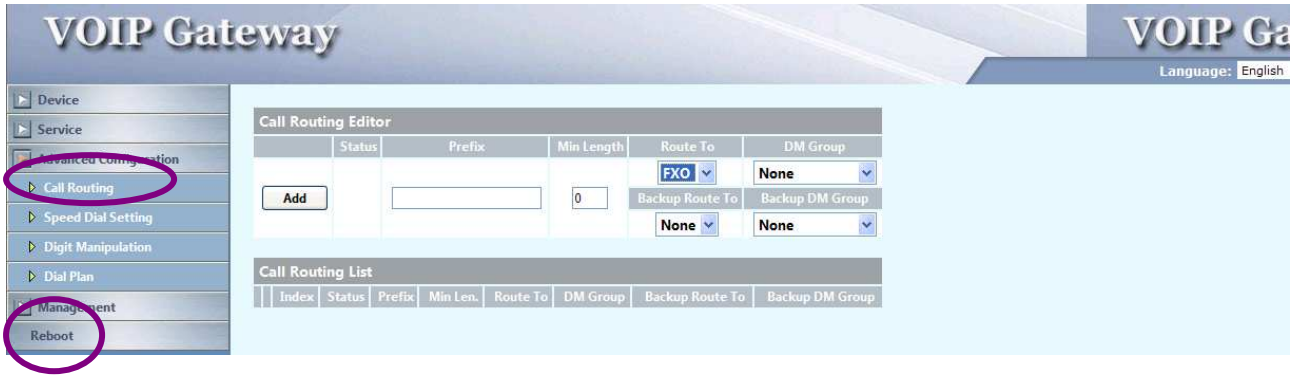
Advanced Configuration

Advanced Configuration_Call Routing



Call Routing	• **Status:** enable or disable this routing • **Prefix:** matched DNIS (called number) prefix. • **Min Length:** matched DNIS minimum length. This DM can only be executing when the received DNIS is longer than it. • **Route to:** The outgoing call type could be (FXO / FXS / VOIP) **Backup route to:** If primary route is unable to reach the destination, whether to use the backup routing or not. The backup outgoing call type could be (FXO / FXS / VOIP) which require being different as the same type of primary route. • **DM Group:** The DM group here can be used as the DM after routing rule was selected. It is useful especially when you have different dialing plan for backup route.

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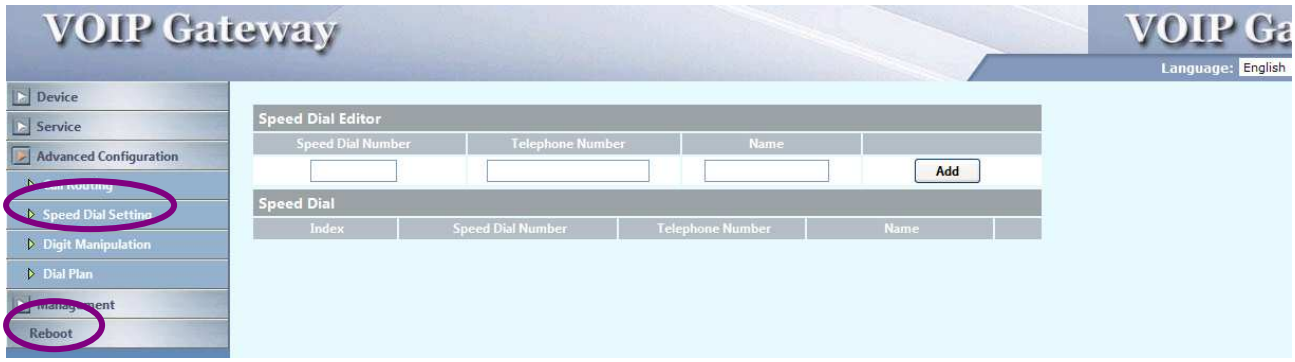
Advanced Configuration_Speed Dial Number



Speed Dial Editor	Specify the speed Dial Number/Telephone Number/Name, then press the Add or Del button to add or delete record

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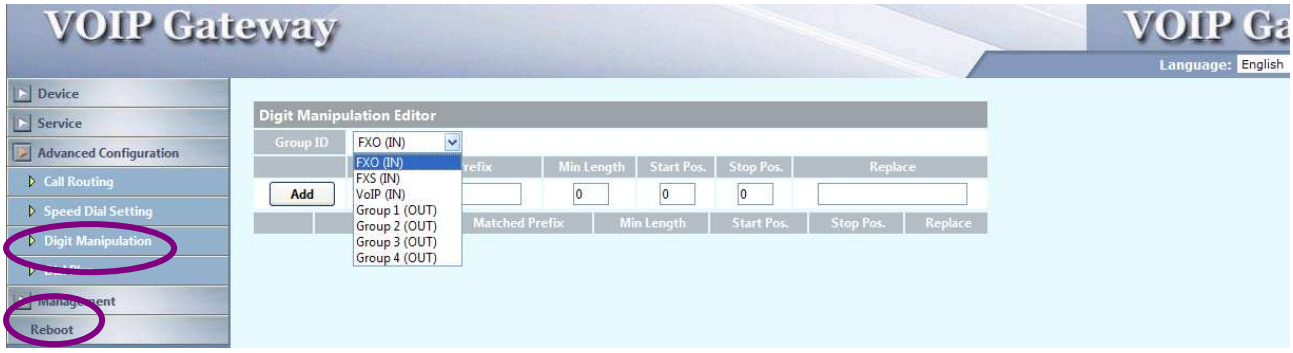
Advanced Configuration_Digit Manipulation Editor



Digit Manipulation Editor	• FXO: This DM group is used for FXO incoming call. • FXS: This DM group is used for FXS dialing out. • VOIP: This DM group is used for VOIP incoming call. • 1-4: These DM groups can be used for routing table. • Matched Prefix: The prefix to be matched length for DM. The longest prefix will be matched first. • Matched min Length: Set to 0 for ignoring the length. The other 1-32 are the length to be matched longest as a condition. • Start Pos: The start position to be replaced. • Stop Pos: The stop position to be replaced. • Replace Value: The value to replace. **Example** prefix / Min Len / Start pos / Stop pos / Replace Value / Test DNIS / Result DNIS 886 / 0 / 0 / 0 / 002 / 8862123456 / 0028862123456 886 / 12 / 0 / 0 / 002 / 8862123456 / 8862123456 886 / 0 / 2 / 5 / 002 / 8862123456 / 8800223456 886 / 0 / 30 / 30 / 002 / 8862123456 / 8862123456002 886 / 0 / 1 / 6 / / 8862123456 / 83456

Note: The DM Group 1~4 can have the feature to delay the dialing by added a "p" into the replace value. It might be useful, if you want to wait for a while and

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dial the second part of DTMF for calling out. Each "p" represents 2 seconds delay. For example: 822265699ppp1234; it will first dial 82265699 and wait to 6 sec to dial 1234.

1. Press the **"Apply"** button (at the bottom) after you finish to save changes.
2. Press the **"Reboot"** button to apply the changes.

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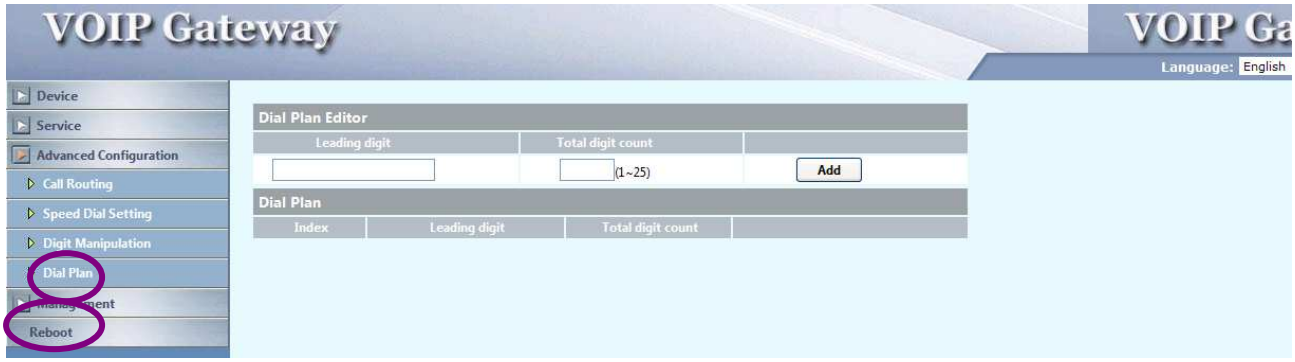
Advanced Configuration_Dial Plan



Dial Plan Editor	Using this feature, users can specify the number that will be immediately dialed out without having to press the "#" (at the end of the dialed number) on the keypad or until the dial time timeout period. The number can be specified depending on the length of the dialed number, or the prefix of the dialed number. For example, if the user sets: **First Example** ● Function: Enable ● Leading digit: 02 ● Total Digit count: 10 If the user dials a 10 digit number with a prefix of 02 (e.g. 0282265699), the WELLGATE 26XX will immediately detect it and dial this number straight away. **Second Example** ● Function: Enable ● Leading digit: ● Total digit count: 8 If the user dials an 8 digit number (e.g. 82265699), the WELLGATE 26XX will immediately detect it and dial this number straight away. **Third Example**

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	• Function: Disable • Leading digit: 02 • Total digit count: 10 If the user set the Function parameter as "Disable", the call number with a length of 10 digits and a prefix of 02 will proceed as normal. The user will need to wait until dial timeout period for the call to be made, or press the "#" on the keypad at the end of the dialing number to make the call. You can configure up to 50 entries in the Dial Plan.

1. Press the **"Apply"** button (at the bottom) after you finish to save changes.
2. Press the **"Reboot"** button to apply the changes.

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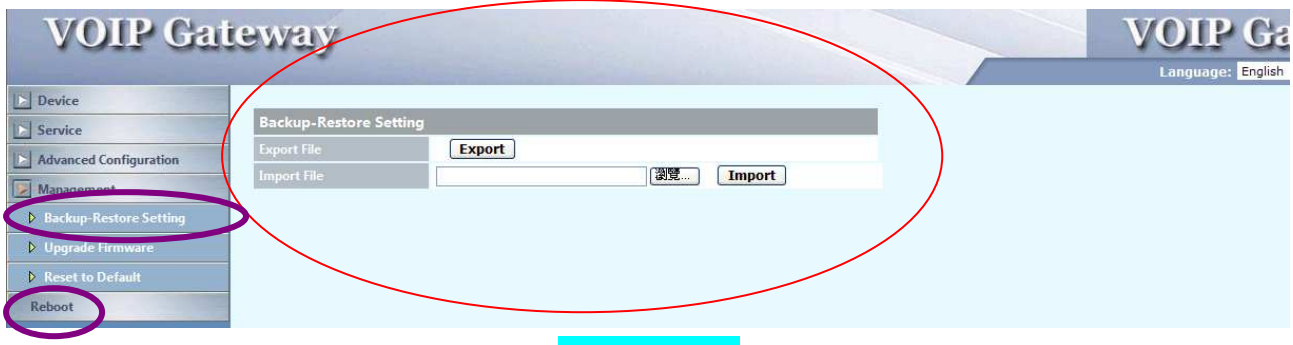
Management

Management_Backup-Restore Setting

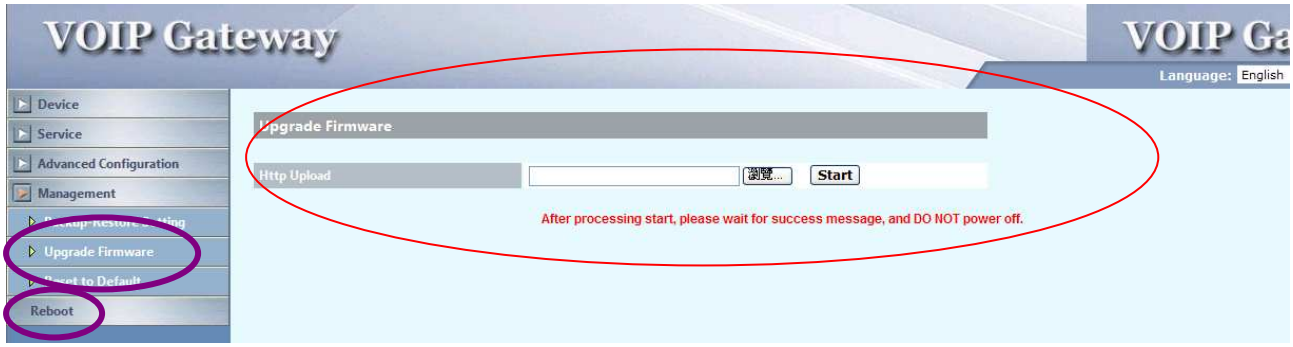


(Figure 17)

Export File	Click the "Export" button to export "user.cfg" data
Import File	Specify the file path and file name to Import the configuration data.

1. After import data, press the **"Reboot"** button to apply the changes.

Management_Upgrade Firmware



(Figure 18)

Http Upload	Specify the location of the firmware for uploading through Http.

1. Under Device Management => Software Upgrade web menu, specify the location of the firmware by clicking the Browse button next to the Http Upload text box.

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2. You will be prompted with a window requesting the location of the firmware.
3. Locate the firmware that is stored in your hard drive.
4. Once located, click the Open button.
5. Back in the web configuration menu, press the Start button (next to the Http Upload's browse button) to execute the upgrade process.
6. Please wait while the device updates itself with the firmware.
7. After the update process is finish, you will be taken to a web page indicating that it was successful (see figure below).

Note: For consistency, it is recommended to reload default setting every time you update the firmware on the WELLGATE 2626. However, you will lose all the settings configured on the WELLGATE 2626 except Network configuration. For more details on reload default setting, please refer to the next page below.

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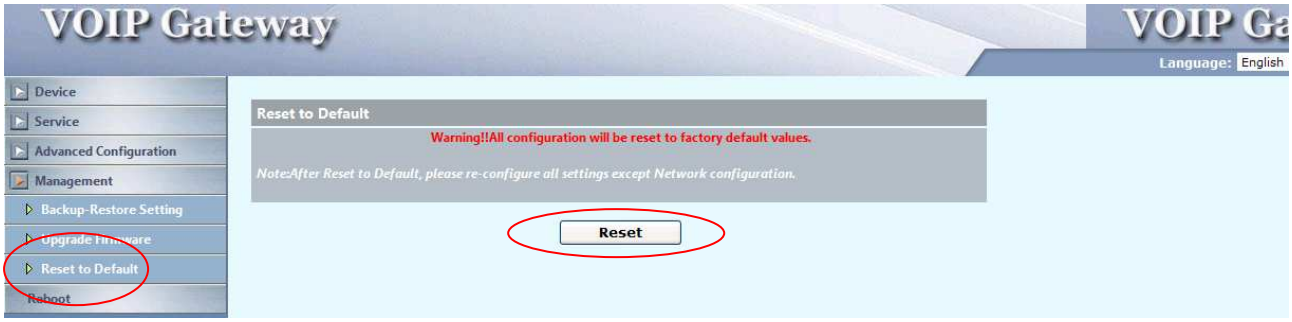
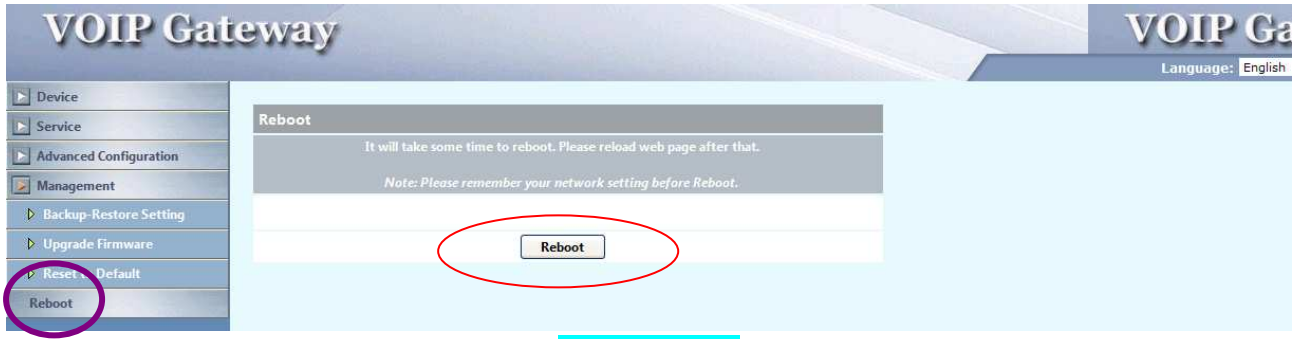
Management_Reset to Default



(Figure 19)

Users can restore back to factory default settings using this feature (see figure 19). The password of the account and the network configurations are the things that will not be changed when this feature is executed.

Rebooting the system



(Figure 20)

Executing this function will reboot the whole system, when configuration changes are made to the device, it needs to be rebooted for the changes to take effect (see figure 20).

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